

Place emergency calls only.

After a disaster, especially earthquakes, there is usually a high volume of telephone calls. It is important that the customer limits their calls to emergencies only. Do not call 911 or the police for confirmation of an earthquake. Listen to the local radio or television station for information.

Out-of-Area Contact:

Select a relative or friend out of the immediate area to act as a clearinghouse for information about your family. Once contact is made, have this person relay messages to the customer's other friends and relatives outside the disaster area.

911 WARM DIAL TONE:

If the customer's line has been disconnected due to non-payment, the line will still have access to 911 service for 120 days from the date of disconnect.

When calling 911, the customer's telephone number and address may be displayed on a dispatcher's viewing screen, even if the customer has Caller ID Blocking. This enables the emergency agency to locate the customer if the call is interrupted. To avoid having the telephone number and address displayed, call the non-emergency number.

Consult the telephone directory for similar information concerning the use of the telephone in emergency situations.

For Telecommunications Devices for the Deaf (TDD) emergency calls, use the Baudot mode only; dial 911, then tap the space bar until someone answers.

Communications Service Restoration After an Emergency:

In the event of a widespread telecommunications outage caused by a disaster such as severe weather, fire, flood, or earthquake, TDS Telecom restores service as quickly as possible for all customers providing priority to 911 and other public safety service providers, medical facilities, utility companies, and government. Restoration efforts in some cases may be delayed until fire crews or power companies allow TDS Telecom personnel access to the affected area.

800 & 900 TELEPHONE NUMBERS

Think twice before dialing that 800 (888, 855, 866, 877) or 900 telephone number. The customer may end up paying for what was thought to be a free call, and the customer's phone number could be recorded in a database sold to telemarketers. The CPUC wants consumers to know that some companies listing 800 or 900 numbers are now using Automatic Number Identification (ANI) which is approved by the Federal Communications Commission. When the customer dials their number, ANI equipment automatically adds their number to the customer database—and companies are not required to tell the customer if they have ANI.

Companies with ANI can then use the customer's phone number to get the customer's address, income level, items purchased, and similar information from other marketing databases. Or these companies can sell the customer's number to telemarketers, who may soon be pitching the customer on their products and services. Never assume that an 800 or 900 number is a free call! If the number uses ANI, the customer may reach a recording advising that they will be called back collect. The call-back could be billed to the customer.

If a person answers an 800 or 900 number, the customer can advise them that the customer doesn't want their number, name, or address kept in his or her company records. The customer may also want to make it clear that they don't want this information sold to other companies, or for the company to solicit future business from them.

To submit a complaint about a company using ANI, write to:

Office of the Attorney General -
Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
or call 1-800-952-5225
www.oag.ca.gov/consumer

PROTECT YOUR CONSUMER RIGHTS

Help protect against unsolicited telephone marketing calls and faxes.

Customers have the right to privacy and protection from potential telemarketing fraud, unsolicited sales calls and faxes. The laws apply to live calls, prerecorded voice calls and artificial (computerized) voice calls.

The Federal Communications Commission (FCC) has adopted rules and regulations, effective December 20, 1992, implementing The Telephone Consumer Protection Act (TCPA). Different rules and regulations apply to calls placed to homes and businesses.

The Federal Trade Commission (FTC) also has telemarketing sales rules, which have been enacted to help protect consumers.

State laws are in place to protect citizens who have had their privacy violated or have been victims of fraudulent telemarketers. The State Attorney General's office, along with the telemarketing sales rules, has the authority to investigate and prosecute fraudulent telemarketers who operate across state lines.

State Law AB 2134, effective 1/1/99, requires communications carriers to provide customers with published information generally describing telephone subscribers' rights under the state and federal law.

This information is available to the customer by contacting the agencies listed below. If the customer has questions or complaints, they may contact the:

California State Attorney General's Office Public Inquiry Unit

Office of the Attorney General
Public Inquiry Unit
PO Box 944255
Sacramento, CA 94244-2550
1-800-952-5225

National Fraud Information Center (NFIC)

This is a private, non-profit organization that operates a consumer hotline to provide services and assistance in filing telemarketing complaints. NFIC forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database. 1-800-876-7060 9 a.m. - 5:30 p.m. EST Monday – Friday.
Web Address: www.fraud.org

Direct Marketing Association (DMA)/Telephone Preference Service

If the customer suspects that their name is on a direct marketing list and would like it removed, write to:

Telephone Preference Service
Direct Marketing Association
PO Box 9014
Farmingdale, NY 11735-9014
http://www.the-dma.org/consumers/offtelephonenumberlist.html

The customer's name can be added to the DMA's list by sending their name, telephone number (include area code), address, and ZIP code. Please remember that with the DMA registration, the number of unsolicited calls to the customer's home should be reduced, but all unwanted calls may not be prevented.

The Federal Trade Commission (FTC)

Write to them at:
Consumer Response Center
Federal Trade Commission
600 Pennsylvania Ave NW
Washington, DC 20580
1-202-326-2222

Federal Communications Commission (FCC)

Write to them at:
FCC
445 12th St., SW
Washington, DC 20554
1-202-418-1500
1-888-225-5322
Or visit:
https://www.fcc.gov/consumers to locate Consumer Guides including Unwanted Telephone Marketing Calls and the National Do Not Call List.

BILLING DISPUTES

If the customer believes there is an error on their bill or has a question about their service, please call TDS Telecom customer support at 1-888-225-5837. If the customer is not satisfied with the response, they can submit a complaint to the California Public Utilities

Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if they prefer not to submit a complaint online:

Telephone: 1-800-649-7570 (8:30 a.m. to 4:30 p.m., Monday through Friday).
Mail: California Public Utilities Commission,
Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003,
San Francisco, CA 94102.

Customers with hearing or speaking limitations should dial 711 to reach the California Relay Service. If the customer prefers having calls immediately answered in their mode of communication, they should dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider. Type of Call:

TY/VCO/HCO to Voice/English 1-800-735-2929,
Spanish 1-800-855-3000.
Voice to TTY/VCO/HCO/English 1-800-735-2922,
Spanish 1-800-855-3000.
From or to Speech-to- Speech/English & Spanish 1-800-854-7784.

To avoid having service turned off while waiting for the outcome of a CPUC complaint regarding billing accuracy, a customer may can contact the CAB for assistance. If the customer's case meets eligibility criteria, CAB will provide them with instructions on how to mail a check or money order to be impounded pending resolution of your case. The customer must continue to pay their current charges while their complaint is under review to keep service turned on.

Important Privacy Information
The Customer's Name and Telephone Number Can Be Seen By Everyone They Call... Unless They Block It!

Any telephone from which the customer places a call will automatically transmit its number to the person they are calling. If the customer places a call from their residence, their name will also be transmitted. If the person they are calling subscribes to the service known as Caller ID, they will be able to see the customer's name and telephone number before they answer their phone. The customer should decide who receives their name and telephone number: the law guarantees you that right. TDS Telecom also believes the customer should be able to choose how they'd like to have their phone number blocked—the customer's privacy is paramount. That's why the law requires FREE blocking services that gives the customer the freedom to choose when, how, and if their number will be shown to those they call.

COMPLETE BLOCKING

Complete blocking is a FREE service, which gives the customer permanent control over the transmission of their name and telephone number. Complete Blocking blocks the transmission of the customer's name and telephone number on the calls they place, unless they specify otherwise. There's no need to enter a code before making each call. Those with Caller ID units who receive the customer's

calls will see the word PRIVATE displayed. The customer may deactivate Complete Blocking on specific calls by pressing *82 on their touch-tone telephone before they dial (or by dialing 1182 on a rotary telephone).

SELECTIVE BLOCKING

Selective Blocking is a FREE service, which blocks the customer's name and telephone number from being transmitted and/or seen on Caller ID units on a per call basis. By pressing *67 on their touch-tone phone (or by dialing 1167 on a rotary telephone) before placing a call, the customer's name and telephone number will not be transmitted. Those with Caller ID units who receive the customer's call will see the word PRIVATE displayed. If the customer does not select a blocking option, they'll be assigned Selective Blocking. If the customer wishes to change their initial blocking option or the blocking option assigned to their telephone, they may do so free of charge.

IMPORTANT NOTE:

Caller ID blocking may not work on interstate calls. Also, the customer cannot block transmission of their name and telephone number for calls to 911, 800, 855, 888, 866, 877, or 900 services, regardless of the blocking option they choose. If, for some reason, the customer wants to report an emergency without having their name and number displayed, they should call the agency's 7-digit number instead of 911. If the number they're calling from is not equipped with Complete Blocking, they'll need to press *67 before they dial the agency's number to block their name and number from being shown (or by dialing 1167 on a rotary telephone).

If the customer has any questions about their choices or the effect any of these services may have upon their privacy, they may call our business office at the toll-free number below.

1-888-CALL-TDS (1-888-225-5837)

If the customer is not satisfied with TDS Telecom's response, they may contact the California Public Utilities Commission at:

California Public Utilities Commission
Consumer Affairs Branch
State Office Building
505 Van Ness Avenue, Room 2003
San Francisco, California 94102-3298
1-800-649-7570 or 415-703-4973
(Monday–Friday 8:30 a.m.–4:30 p.m.)

or
TTY at **1-800-229-6846**

You may also file a complaint online at <http://www.cpuc.ca.gov/cab>



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Telecommunications

RATES & SERVICES GUIDE

2019-2020



tdstelecom.com

A guide for the unincorporated communities of Andrade, Felicity, Bard, Winterhaven, and the surrounding territory in Imperial County.

Notice of phone services available to customers from TDS Telecom - Winterhaven Telephone Company d/b/a TDS Telecom

SERVICE AREA

TDS Telecom serves the unincorporated communities of Andrade, Felicity, Bard, Winterhaven, and the surrounding territory in Imperial County as shown on the map in your directory.

LOCAL CALLING AREA

TDS Telecom's local calling area includes all calls made to the 572 prefix in the 760 area code.

TERMS & CONDITIONS

TDS Telecom may cancel these services at any time without incurring termination fees or penalties. However, this does not relieve the customer from payment of charges incurred prior to cancelling.

BASIC SERVICE RATES

Monthly rates don't include the below \$9.50 Federal Surcharges or state taxes and surcharges.

	MONTHLY RATES	
	Residential	Business
One-Party service	\$17.50	\$35.50
Each business trunk	-	\$53.10

FEDERAL SURCHARGES

Residential

Federal Universal Service Charge (FUSC) 24.40%
Federal Subscriber Line Charge.....\$6.50
Access Recovery Charge (ARC)*\$3.00

Business		
Federal Universal Service Charge (FUSC)	24.40%	
Subscriber Line Charge	\$6.50	
Multi-Line Business	\$9.20	
Centrex (More than 25 Lines)	\$6.00	
Access Recovery Charge (ARC)*	\$3.00	

CALIFORNIA LIFELINE TELEPHONE PROGRAM (California LifeLine)

California LifeLine is a state program that provides discounts for local home phone services to eligible customers. Additional information is provided at <https://www.cpuc.ca.gov/lifeline> and in the phone directory.

	MONTHLY RATES	
	Residential	Business
One-Party service	\$5.47	N/A
Qualifying individuals living on tribal lands*	\$0.00	N/A

*Qualifying individuals living on tribal lands may be eligible for additional discounts of up to \$100 for connection charges. Additional Enhanced Lifeline information is available at <http://www.fcc.gov/cgb/consumerfacts/tribalfactsheet.html>.

OTHER CALIFORNIA LIFELINE SERVICES**

	MONTHLY RATES	
	Residential	Business
Service Establishment (anytime you order service).....	\$9.50	N/A
Toll Restrictions (also called Call Blocking).....	No Charge	N/A
FCC End User Charge (normally \$6.50)	No Charge	N/A
Deposit	No Charge	N/A

** * Detailed information on California LifeLine was mailed separately in September of 2019. In the meantime, please call 1-888-CALL-TDS (1-888-225- 5837) if you have any questions about this program.

DIRECTORY LISTINGS

	MONTHLY RATES	
	Residential	Business
Primary service listing	No Charge	No Charge
Additional listing and lines of information:	\$1.00	\$1.00
Non-published service:	No Charge	No Charge

DIRECTORY ASSISTANCE (DA) SERVICE (411) – Allows the customer five free calls (with up to three listings per call) a month to Local DA for operator assistance in obtaining published phone numbers and addresses of customers in the customer's area code and within the TDS exchange areas. Additional calls cost 25 cents.

	MONTHLY RATES	
	Residential	Business
Each direct-dialed call:		
after five free call allowance for Residence Service	\$.25	N/A
after two free call allowance for Business Service	N/A	\$.25

Customers may be exempt from Local Directory Assistance charges if the customer, or a member of the household, is unable to use a telephone directory due to visual or other physical limitation. Exemption will be granted upon receipt of a completed exemption form certifying the visual or other impairment. If the customer is eligible for waiver of Local Directory Assistance charges, please call 1-888-CALL-TDS (1-888-225-5837) to request a certification form.

SPECIAL SERVICES FOR THE DEAF, HEARING IMPAIRED AND/OR DISABLED

The California Telephone Access Program (CTAP) distributes telecommunications equipment and services to individuals certified as having functional limitations of hearing, vision, mobility, speech and/or interpretation of information. Please call CTAP at 800-806-1191 or TTY at 800-806-4474 for details.

The California Relay Service (CRS) provides specially-trained operators to relay telephone conversations back and forth between people who are deaf, hard of hearing, or speech-disabled, and those they desire to communicate with by telephone. The customer can reach CRS by dialing 711.

THE REMAINING RATES AND SERVICES APPLY TO BOTH RESIDENTIAL AND BUSINESS CUSTOMERS.

ONE-TIME SERVICE CHARGES

Service Ordering:	
New or additional service, each line	\$19.00
Central Office Connection Work, per line	21.00
Reconnect Charge for nonpayment	20.00
Returned Check Charge	10.00

If the customer's presence is required, TDS Telecom will inform its customers of their right to service connection or repair within a four-hour window at the time the customer calls for service connection or repair. Whenever the customer requests a four-hour appointment, then TDS Telecom and the customer will agree, prior to the date of service connection or repair, on the time for the start of the four-hour period for the service connection or repair.

VISIT CHARGE

	CHARGE PER HOUR OR PORTION THEREOF
One-time charge for visit	
Regular hours (8am-5pm, Monday-Friday)	\$50.00
Overtime	\$75.00
(The above per hour charges are measured from the time of dispatch of the TDS Telcom's personnel to the time of departure of the TDS Telcom's personnel from the customer's premises.)	

LINE EXTENSION & SERVICE CONNECTION

Free footage allowance up to 1,000 feet (up to max 300 feet on private property)	No charge
Exceeding free footage allowance:	
First 100 feet or fraction thereof	\$50.00
Each additional foot or fraction thereof	\$1.10

OFF-PREMISE EXTENSION ON NON-CONTINUOUS PROPERTY

First 1/4 mile or fraction thereof	\$2.00
Each additional 1/4 mile or fraction thereof	\$1.00

INSIDE WIRE

Inside Wire (IW) consists of all wiring and materials on the customer's side of the demarcation point determined by TDS Telecom in accordance with the rules and regulations of the California Public Utilities Commission. The demarcation point is that point where TDS Telecom telephone lines enter your building or home. (Usually the Standard Network Interface (SNI) or Protector.)

INSIDE WIRE REPAIR

If a Technician is dispatched and trouble is determined to be on customer side of the Network Interface Device (NID), CHARGES WILL APPLY. To avoid unnecessary charges, the customer will be advised to check at the NID.

If the customer does not request inside wire work, the appropriate Visit Charge above applies. If the customer does request inside wire work, the above appropriate Visit Charge applies along with the following Labor Charge:

First Hour or Fraction Thereof (Regular hours 8am-5pm, Monday-Friday)	\$50.00
Overtime (After Hours Monday through Friday and Saturday)	\$75.00
Overtime (Sundays and Holidays)	\$100.00

Each additional 15 minutes or fraction thereof	\$12.50
Overtime (After Hours Monday through Friday and Saturday) first additional 15 minutes or fraction thereof	\$18.75
Overtime (Sundays and Holidays) first additional 15 minutes or fraction thereof	\$25.00

INSIDE WIRE MAINTENANCE PLAN (IWMP)

If the customer subscribes to the Inside Wire Maintenance Plan, in most cases jack and wiring repairs may be performed at no charge. The repair plan is optional and isn't required for basic monthly service. The Inside Wire Maintenance Plan cost is \$1.75 a month for each line.

SPECIAL CONDITIONS - INSIDE WIRE SERVICE

Billable time includes travel, work preparation, actual work and cleanup. Labor charge begins upon arrival at or on the customer's premise. Travel charges begin from the time that TDS Telcom's personnel is dispatched to the customer's premises

Charges for materials may be applicable in addition to labor. TDS provides a 30-day warranty for repairs of simple inside wiring.

If TDS Telcom's personnel are dispatched to isolate trouble and the customer requests inside wiring maintenance, then the labor charge above will apply in place of the visit charge.

TROUBLE ISOLATION PROCEDURE

If the customer is having problems with the phone and wants to see if the problem is due to the inside wire (IW), the customer should unplug the IW at the Standard Network Interface (SNI) and plug in a phone known to be in working order into the SNI. If the phone doesn't work at the SNI, the trouble is most likely in TDS Telecom's network. Notify TDS Telecom at 1-800-CALL-TDS (1-800-225-5837) and we'll arrange for repair as soon as possible.

If the phone works at the SNI, the trouble is with the IW. The customer can: 1) repair the IW, 2) contact TDS Telecom to make the repair or 3) pay someone else to repair it. If the customer chooses not to perform the test at the SNI, TDS Telecom can perform the test. However, if the trouble turns out to be with the IW, the customer will be charged for the time spent performing the test at the rates listed above. *Note: Landlords are responsible for installing at least one useable telephone jack and for placing and maintaining the inside telephone wiring in working order.

CALL BEFORE YOU DIG

Call two working days before you dig to allow underground facilities to be located and marked at no charge. Call 1-800-227-2600 or 8-1-1.

THIRD PARTY CHARGES

If the customer wishes to have charges from third-party providers blocked and no longer included on the telephone bill please contact TDS Telecom. This service is provided free of charge.

SERVICE OFFERINGS CUSTOM CALLING SERVICES

Call Hold	\$1.00
Call Forwarding	\$3.50
Call Forwarding-Busy	\$3.50
Call Forwarding-No Answer	\$3.50
Call Forwarding – Remote Access	\$3.50
Call Transfer	\$2.00
Call Waiting	\$3.50
Home Intercom – Basic	\$2.00
Home Intercom – Enhanced	\$3.00
Hotline	\$2.00
Personal Ringing	\$3.00
Personal Ringing Plus	\$5.00
Six-Way Calling	\$4.00
Speed Dialing, 8 Code capacity	\$2.00
Speed Dialing, 30 Code capacity	\$4.00
Three-way Calling	\$3.50
Toll Restriction	\$3.00
Toll Restriction with PIN Override	\$3.50

CUSTOM CALLING SERVICES - MULTI-FEATURE DISCOUNT PER MONTH

Call Forwarding & Call Waiting	\$5.60
Call Forwarding & Three-Way Calling	\$5.60
Call Waiting & Three-Way Calling	\$5.60

Call Forwarding & Speed Dialing	
8 Code capacity	\$4.40
30 Code capacity	\$6.00
Call Waiting & Speed Dialing	
8 Code capacity	\$4.40
30 Code capacity	\$6.00
Three-Way Calling & Speed Dialing	
8 Code capacity	\$4.40
30 Code capacity	\$6.00
Call Forwarding, Call Waiting & Three-Way Calling	\$8.40
Call Forwarding, Call Waiting & Customer Changeable Speed Calling	
8 Code capacity	\$7.20
30 Code capacity	\$8.80
Call Waiting, Three–Way Calling & Customer Changeable Speed Calling	
8 Code capacity	\$7.20
30 Code capacity	\$8.80
Call Forwarding, Three–Way Calling & Customer Changeable Speed Calling	
8 Code capacity	\$7.20
30 Code capacity	\$8.80
Call Forwarding, Call Waiting, Three–Way Calling & Customer Changeable Speed Calling	
8 Code capacity	\$10.00
30 Code capacity	\$11.60

ADVANCED CALLING SERVICES

Anonymous Call Rejection	\$3.00
Caller ID (includes Anonymous Call Rejection)	\$5.50
Caller ID Blocking	No Charge
Caller ID-Deluxe	\$7.95
Call Rejection	\$3.00
Call Return	\$3.00
Preferred Call Forwarding	\$3.00
Priority Ringing	\$3.00
Repeat Dialing	\$3.00
Special Call Acceptance	\$3.00

ADVANCED CALLING SERVICES - MULTI-FEATURE DISCOUNT

Two or more services, per feature	(\$.75)
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ADVANCED CALLING SERVICES – PAY-PER-USE

Call Return, Monthly Cap	\$7.50
Call Return, per successful activation	\$0.75
Call Trace, Monthly Cap	\$12.00
Call Trace, per successful trace	\$4.00
Repeat Dialing, Monthly Cap	\$7.50
Repeat Dialing, per successful activation	\$0.75

VOICE MAIL SERVICES

Personal voicemail options include 4 minutes of greeting, 4 minutes of message length, and 30 days of storage

50 minutes of messages	\$3.95
75 minutes of messages	\$5.95
100 minutes of messages	\$7.00

Family Mailbox	
Parent Box (Greeting Only and One Basic Residential Box) ...	\$7.95
Child Mailbox (up to 3 additional boxes)	\$0.00
Greeting Only Mailbox	
Standard (includes Call Transfer)	\$5.00
Auto Attendant	\$30.00

Tree Mail	
Tree Mail Router Box	\$0.50
4 minutes of greeting/4 minutes in length/100 minutes of messages/30 days of storage	\$3.50

CARRIER SELECTION CHANGE CHARGE –

LOCAL ACCESS AND TRANSPORT AREA (LATA)

IntraLATA Service	
Manual	\$5.00
Electronic	\$1.25
InterLATA Service	
Manual	\$5.50
Electronic	\$1.25
IntraLATA/InterLATA Service Single Carrier, Same Transaction	
Manual	\$5.25
Electronic	\$1.25

WHAT THE CUSOTMER NEEDS TO KNOW ABOUT 911

When there is a situation that threatens human life or property and demands immediate attention, call 911. 911 will reach Fire and Rescue, Police, Sheriff, Highway Patrol, Ambulance, Paramedics, Coast Guard, and/or Search and Rescue services. Don't call 911 for non-emergencies. This causes delays in the handling of real emergencies.

NON-EMERGENCY NUMBER

Winterhaven	(760) 572-0229
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If you need to place an emergency call:

During a power outage, 911 service may still be available on the customer's wireline phone, even if the customer does not hear a dial tone.

Make sure that no extension telephones are off-hook.

Stay on the line. The customer may not hear dial tone immediately. The delay could be as long as a minute or more.

Do not repeatedly depress the switch hook, as this will further delay the call. If the customer receives a "fast busy" or "all circuits are busy" recording, hang up and try again later. If physical damage occurs to the Telephone equipment, facilities or to the wiring or equipment, it may not be possible to complete the call until the damage has been repaired.